

KEY FEATURES

- 24/7/365 live, professional technical support.
- Clearly defined workflow processes.
- Documenting and tracking of the progress of each case.
- Integrated support systems.
- Technical documents available for troubleshooting.

Benefits:

- Knowledgeable experts just a phone call away, any time of day.
- Companies are free to pay attention to primary business challenges, not network vulnerabilities.
- You can rely on our expertise to provide your technicians with the knowledge to quickly identify and correct potential problems.
- TAC can dispatch a factory trained engineer to your site to correct problems if issue cannot be resolved via remote options.
- 24 hour capability to dispatch parts from our warehouse locations to your site.
- Spare parts identification to assist in finding OEM replacement parts for your critical infrastructure need.

Realtime. Technical. Support.

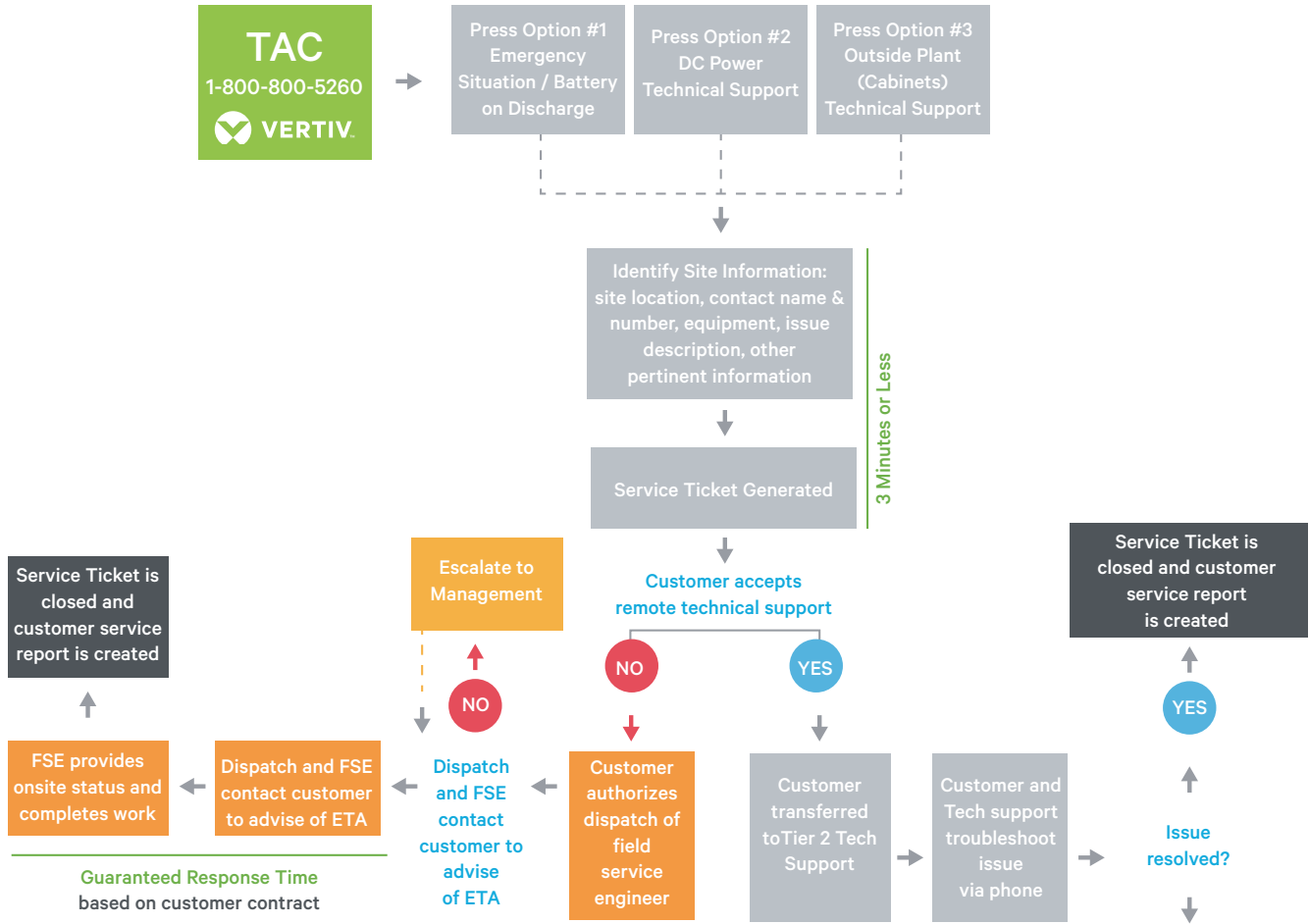
The Vertiv's Technical Assistance Center (TAC) is a dedicated remote support service available 24 hours a day, 365 days a year to provide you continuous support for your Vertiv network infrastructure equipment. We provide you with an immediate interface to experienced, technical experts over the phone and national field engineers are ready to be dispatched to assist if needed. We are always available to provide continued post-sales support around the clock just a phone call away.

Once a case is logged, Vertiv works with you from the initial incident through complete resolution. These services feature highly skilled technical support engineers (TSE) who can deliver remote support via phone or e-mail for diagnosis and resolution of power infrastructure issues and outages. We are able to resolve 95+% of all calls without the need for a field service dispatch.

We assure you that you will speak to a live, knowledgeable professional who understands your equipment and your needs. Our staff understands the critical nature of keeping your infrastructure running at peak performance and will strive to answer and resolve your questions as quickly as possible.



Support is just a phone call away...



We offer a wide variety of other support services to enhance your ability to maintain and operate a world class power an infrastructure network. Feel free to visit us at www.VertivCo.com/services.

- Battery Management
- Custom Configuration
- Depot Repair & Refurbishment
- EnergyMaster™ Assessment
- Preventive Maintenance
- Refurbished Equipment
- Remote Supervision
- Site Evaluation
- Site Service
- Spare Parts
- Test & Turn-up Certification
- Thermography
- Training

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